NETWORK SYSTEMS ADMINISTRATOR

DEFINITION

Under general supervision, to provide technical assistance with implementation and on-going support of network and communication equipment and applications; to serve as primary interface between users and vendors regarding hardware and software issues; to oversee development and maintenance of City's website; to provide administrative and technical support to division manager; and to perform related work as required.

CLASS CHARACTERISTICS

This is a journey level classification. Incumbents in this classification are expected to possess the basic skills and abilities necessary to perform the duties and responsibilities assigned to the classification. Initially under close supervision, incumbents perform the more routine duties while learning City policies and procedures and specific techniques and regulations related to assigned area. As experience is gained, duties gradually become more diversified and are performed under more general supervision. Incumbents may provide lead direction and supervision to support staff on assigned projects.

EXAMPLES OF DUTIES (Illustrative Only)

- Provides network support and administration, and support to complex desktop applications
- Assists with minor repair of network PCs, routers, bridges, terminals and printers; ensures new/repaired equipment is thoroughly tested prior to use
- Assists with installation and training for new hardware and software
- Documents new and existing systems and coordinates system development activities with others
- Assists in managing specific division programs
- Develops, implements, maintains, and monitors City's web site and web-based applications, working with outside consultants as assigned
- Troubleshoots issues with existing or developed systems; works with the appropriate resources to resolve them
- Installs, configures, and maintains SQL server including capacity planning, installation and configuration of SQL management tool and client uses
- Oversees database security
- Prepares staff studies and recommendations as directed; provides general technical assistance to division manager
- Prepares and/or develops comprehensive written reports; maintains complete files,

records and documentation of work performed
- Serves as liaison with other divisions, departments or program representatives; responds to inquiries from outside agencies regarding City activities
- Develops and maintains technical expertise in assigned areas including awareness of current hardware, software, laws, regulations and rules
- Attends meetings and may serve on various committees or boards relative to division activities
- May coordinate programs which cross division or department lines

QUALIFICATIONS

Knowledge of

- Computer hardware, software, major operating systems and data communications
- PC operations and networks
- Microsoft database applications, Excel, and MS Office
- Web development and implementation
- Web-based application development and database integration
- Basic principles of project management
- Technical support techniques
- Current computer industry technology, practices and trends, including system development and administration
- Principles and practices of systems analysis and programming
- Pertinent laws, rules, and regulations affecting the activities of City government
- Basic principles and practices of supervision
- Correct English usage, grammar, spelling, punctuation

Skill in

- Installing and performing routine maintenance on various computer and network equipment
- Communicating effectively and explaining software usage to computer users of all skill levels
- Maintaining confidentiality of data
- Providing support to end users while maintaining a professional customer service approach
- Learning the functions of various City departments and divisions
- Organizing and setting priorities for a variety of projects and tasks in an effective and efficient manner to ensure meeting of deadlines
- Responding appropriately, effectively and promptly to the needs of internal and external customers using principles of good customer service
- Establishing and maintaining a variety of filing, record keeping and tracking systems

- Using computer technology and applications in the performance of daily activities
- Communicating clearly and concisely both orally and in writing
- Establishing and maintaining effective working relationships with those contacted in the course of work

A typical way of gaining the knowledge and skills outlined above is:

- Equivalent to a Bachelor's degree with major coursework in MIS, business, management or a closely related field, and at least three (3) years of responsible experience in computer operations, design, programming and systems development, preferably in a public agency.

LICENSES AND CERTIFICATES

Possession of a valid California driver's license.
MCSE or equivalent is highly desirable.

PHYSICAL DEMANDS

Mobility to work in a standard office environment, use standard office equipment and attend off-site meetings. On an intermittent basis, sit at a desk for long periods of time; intermittently walk, stand, bend, squat, kneel, twist and reach while performing installation/maintenance duties; lift light to moderate weights. Manual dexterity to use standard office equipment, supplies and small hand tools, and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.); vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone.

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This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.